comptuerised and as this address directory is not available on computer software, hence this service is dispensed with.

(iii) Also it is mentioned that this service is not mandatory.

Dumping of postal bags

2584. SHRI INDER KUMAR GUJRAL: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that two postal bags were dumped in one of the houses under construction in Pushpanjali Enclave, East Delhi, last year; and

(b) what steps Government have taken to ensure that the important registered and ordinary letters are delivered to the addressees as many of them have till date not been delivered?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes Sir. On receipt of a complaint on 14.8.93, postal bags containing 622 letters, most of which were second class articles and which were entrusted to the postman for delivery on 13.8.93, were recovered from custody of a chowkidar in a house under construction in Pushpanjali Enclave.

(b) Following steps have been taken to improve delivery of mails in the area:

(i) The concerned postmen staff, responsible for this, have been suitably punished.

(ii) Strict instructions have been issued to ensure that such incidents do not recur.

(iii) Supervision over delivery work has been tightened.

(iv) Instructions were given to try to educate the public to use correct Pin Code Numbers.

(v) All the recovered mails were got delivered immediately.

Failure of Telephone services in Delhi and Bombay

2585. SHRIMATI CHANDRIKA ABHINANDAN JAIN: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the Upbhokta Adalats in Delhi and Bombay have given verdicts against the services and working of Delhi and Bombay Telephones;

(b) if so, the details thereof;

(c) the reaction of Government on the prevailing discontentment on account of failure in giving full satisfaction to the subscribers; and

(d) the details of steps taken by Government to improve the telecommuications services in the two metro cities?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) The Consumer Dispute Redressal Forum have given verdict only in individual subscriber complaints regarding excess metering, faulty telephones etc.

(c) The service provided by MTNL in both Delhi and Bombay is generally satisfactory.

(d) The department has taken several measures to improve the telecom services and customer inter face in Delhi and Bombay. The main steps are introduction of electronic exchanges with dynamic STD lock facility etc., replacement of old and

worn out exchanges, upgradation of external plants, use of Jelly filled cables, computerisation of services, improved customer services and holding of open Houses and Adalats.

Opening of New Post and Telegrph Offices in Punjab

2586. SHRI IQBAL SINGH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the targets fixed for opening of new post and telegraph offices in the country in 1993-94, particularly in Punjab;

(b) whether the said target is likely to be achieved fully;

(c) if so, the details thereof, State-wise, and if not, the reasons thereof; and

(d) what effective measures are being taken or proposed to be taken to open new post and telegraph offices?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): Post Offices

(a) A target for opening of 763 new post offices has been fixed to be opened duruing 1993-94 in the country and for Punjab a target of 13 new post offices has been fixed.

Post Offices

(b) and (c) The allotted targets, State-wise, will be achieved by 31.3.94.

Post Offices

(d) Post Offices are progressively opened subject to fulfilment of departmental norms, availability of funds and allocation of targets.

(a) to (d) Telegraph OOffices.

There is no target fixed for opening telegraph offices. There are opened on demand and traffic justification.

Waiting List of Telephones in Bombay and Delhi

2587. SHRI KAMAL MORARKA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government propose to reduce waiting list for telephones drastically;

(b) if so, the details of the action being taken and the achievements likely to be made by 31st March this year;

(c) what is the present stage of waiting list in Bombay/Delhi exchanges, area wise; and

(d) by when waiting list upto 1992 is likely to be covered in Delhi and Bombay exchanges, area wise?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes Sir.

(b) and (d) 8th Five Year Plan of Department of Telecommunications envisages waiting period not to exceed two years in large Telephone System like Bombay and Delhi. During 8th Five Year Plan it is proposed to provide 9,50,000 and 9,70,000 New Telephone Connections in Bombay and Delhi respectively.

75397 & 62938 New Telephone connections have been given so far in Bombay and Delhi respectively as against the planned target of 42880 and 76600 by 31st March this year.

(c) Information regarding waiting list positions as on 1.2.94 of Telephone exchanges in Bombay and Delhi. Area-wise is furnished in Statement-II and III. respectively.